

**Department of Information Services
CUSTOMER ADVISORY BOARD
February 26, 2001
Meeting Minutes**

Attending:

**Thomas Bynum, Chair, Employment Security Department
Gary Schricker, Vice Chair, Department of Health
Jim Albert, Office of the Attorney General
Mike Almvig, Association of Counties and Cities Information Systems (ACCIS)
Al Bloomberg, Department of Natural Resources
Dan Carey, Criminal Justice Training Commission
Jim Culp, Department of Transportation
Jim Eby, Department of Fish & Wildlife
Sue Fleener, Department of Licensing
Patty Frost, Office of the Administrator for the Courts
Mike Gray, Department of Corrections
Phil Grigg, Department of General Administration
Dennis Jones, Office of Financial Management
Marla Kentfield, Office of the State Treasurer
Dan Lipp, Board of Industrial Insurance Appeals
Sarah Marlowe, Department of Revenue
Gerry McDougall, Department of Licensing
Bob Monn, Department of Ecology
Tom Neitzel, Washington State Health Care Authority
Ted Nelson, Center for Information Services
Dan Parsons, Washington State Patrol
Herb Potter, City of Olympia
Rex Richardson, Department of Agriculture
Susie Smith, Auditors Office
Shelagh Taylor, Department of Labor & Industries**

DIS Staff:

**Paul Taylor, Deputy Director
Mike Curtright, Assistant Director, Computer Services Division
Lourdes Collins, Management & Oversight of Strategic Technologies
Stan Ditterline, Management & Oversight of Strategic Technologies
Mary Lou Griffith, Management & Oversight of Strategic Technologies
Dave Kirk, Digital Government Applications Academy
David Koch, Management & Oversight of Strategic Technologies
Mike McVicker, Assistant Director, Telecommunication Services Division
Laura Parma, Assistant Director, Interactive Technologies
Tom Parma, Management & Oversight of Strategic Technologies
Darrel Riffe, Production Services Manager**

Welcome and Introductions

Call to Order - Thomas Bynum, DIS Customer Advisory Board Chair, called the meeting to order at 1:30 p.m. A correction to the agenda was made as the 'Auditing Guidelines' was postponed to a later meeting.

Jim Culp introduced Bill O'Brien as a new member of the Customer Advisory Board. Mr. O'Brien comes to Washington State from southern California. He gave a summary of his professional experience in the information technology field.

Subcommittee Reports

– Infrastructure

Phil Grigg presented an introduction for the status reports to follow. Windows 2000 is up and running and will be in the test-mode for an extra month. Mike McVicker gave an update on the Windows 2000 Server Website that included a brief introduction to the site and what it includes. Next, Stan Ditterline gave an update on the status of the Policy group, which included the fact an internal DIS workgroup has formed and will be updating current standards.

Issues for 2001 were raised by Mr. Grigg. He asked the CAB for ideas for possible topics that the infrastructure subcommittee can work on in the next year. The next subcommittee meeting is scheduled for March 14th, GA building conference room 303A.

– State/Local Government

Dan Parsons gave an overview of upcoming meetings. Mike gave additional update information.

– Rates/Web Hosting Rate Structure

Shelagh Taylor provided an update (handout provided) and gave the floor to Mike Curtright to give specifics on rate changes. If anyone has questions, Mike encourages calls to him.

Legislative Update: Information Technology

Paul Taylor gives an update.

Two bills:

- 1053 No conclusive decision that Bill remains in the committee.
- 1632 SB5799 (Digital Signature) in the senate it is in rules.
- Teleworks Bills – still in the committee

Digital Academy:

Dave Kirk gave a presentation. E-forms course is in session and it finishes in March. Is looking at archiving e-forms. Local government/cities have contacted the Academy with interest.

Digital Government

Paul Taylor – 1)

2) Introduced Erika Lim – Digital State: 2001 questions sent to us – 1st set – next set in about three months – a total of 8 sets of questions.

March 21st is the Statewide Due Date. Mr. Taylor is asking for folks to respond five days prior to allow compilation and links.

Paul suggests folks consider the 'sleepers' within agencies, not just the big items.

Pleased w/ WSA Industry Recognition Awards that have created digital government category. Statewide recognition of individual agencies.

TAAG Update

Mike McVicker

- Domain name servers – four or five agencies.
- Web presentation guidelines sub.
- Laura Parma gave quick update.
- State Auditing guidelines sub meetings have been scheduled.

Auditing Guidelines

Paul Taylor asked if any agency has received a questionnaire regarding audit guidelines.
OFM is the only agency that has at this time.

Software Piracy Subcommittee Report

Al Bloomberg – handout provided-

- link
- educational – employee awareness
- asset management procedures/practices – very intricate – want to recommend central location control
- central control for purchasing
 - transfer to another machine
 - home use
 - audit tools
 - software library
 - disposal procedures
- links have been established

Mr. McVicker suggests folks look at the MS Enterprise Agreement.

Thomas asks the board if it would like to take this to the next step.

Marla asks if it would roll into a DIS guidelines.

Jim Albert suggests it be called a recommendation at this time?

To love as Best Practices
1st & 2nd and passed.

Research & Advisory Services Update

RFQQ – about to be issued. Mary Lou Griffith met with agencies to discuss what the desired requirements will be.

- Evaluation team in place.
- Timeline given – ask Mary Lou.

Ten Digit Telephone

Mike McVicker – handout provided

New area code coming out (564) for western Washington.

Using overlay concept – will layer on top of the other 4 area codes.

The service DIS provides is already set up for 20-digit dialing.

Dialers in cell phones, modems, etc . will need to have the new area code added manually.

October 29th-October 20th Ten digit will be mandatory.

State PDX are unaffected but when dialing into the public the 10 digit will be mandatory.

Asked if any other states have had to go to 10 digit. Yes, others have and little problems have come up.

Permissive Dialing – another change in October.

- After October when dialing long distance, no message to redial will be provided. It will just dial '1' for customer.

Future Topics

Thomas Bynum – Went to California and was bragging about Washington as digital state.

- 1)
- 2) Security Audit guidelines
- 3) Electronic Record Retention

Paul Taylor gave an update on Electronic Record Retention Committee.

Mark Borgaard, Chair

Form coming out on Listserv

Mark is looking for representatives for a couple of the agencies still.

IT Classification of Business Analysts – asked Bob Hahn to take a look at these skill sets – asking Mr. Hahn for a recommendation – where do these people fit?

It does come up again and again – needs to be settled.

Thomas opens floor for discussion.

Marla Kentfield – Encryption of files – security standpoint.

File transfer between two agencies – other organizations

Outbound is not

Inbound is not – can't keep security for inbound transfers.

Some discussion within group

Looking at public is doing/using – Mike McVicker to look at what public industry is using.

DOL has been using PGP – looking at alternatives because PGP is not enough. Trying to find a better solution that meets audit standards.

Thomas – Digital Government – Infrastructure – change control – need more formal inventory

New Business

None

Announcements

None

Adjourn

The meeting was adjourned at 2:35 p.m.